

SCOPE OF SERVICES HEAD START WEB BASED SOFTWARE

3.1 **OBJECTIVE**

The objective of this solicitation is to acquire a commercial off-the-shelf web based application capable of automating assessment, establishing and maintaining efficient record keeping and reporting for the Miami-Dade County Community Action and Human Services (CAHS) Head Start/Early Head Start Program. The proposed software shall be a web-based vendor hosted application that provides CAHS with a modern, cost-efficient software consistent with record-keeping, reporting needs and mandates of the Head Start/Early Head Start Program at both the Local and Federal levels.

The awarded bidder will be responsible for the software setup, hosting, training, and ongoing maintenance and support services as further described below throughout the term of the agreement including any options or extensions exercised by the County.

3.2 **BACKGROUND**

The Community Action and Human Services (CAHS) has operated the Head Start program for more than 47 years and the Early Head Start program for more than 19 years for Miami-Dade County. ChildPlus an established Head Start software with almost 30 years of experience and over 1,250 grantees and delegates nationwide was awarded the bid for CAHS Head Start/Early Head Start program in 2009. ChildPlus.net a web based software replaced the Head Start Family Information System (HSFIS) software which was no longer capable of supporting the needs of CAHS.

To keep pace with the current demands of the Federal Head Start Program information needs, a software solution is required to provide ease of use, online assessment, and reporting for the eighty-six sites that utilize the System throughout Miami-Dade County.

3.3 **MINIMUM SYSTEM REQUIREMENTS**

The County desires a web based state of the art solution that is flexible and fully configurable to meet the changing needs of the County. The minimum System requirements for the Head Start Web Based Software are as follows:

- A. System users must have the capability to establish and maintain new records for children, staff, and families to provide accurate, efficient, and effective record-keeping.
- B. System must have the ability to create ad-hoc reports without additional customizations to provide accurate and timely information on an as needed, when needed basis regarding children, families, and staff.
- C. System must have internal security controls embedded into the software to ensure confidentiality of the information input by users.
- D. Generate official reports which include enrollment, child and family demographics, and staff development activities for Federal, State, and local authorities, as required by applicable law.
- E. Users must have the ability to establish and maintain efficient and effective periodic reports of program operations to be utilized by the County to maintain program quality, accountability, and progress. A detailed list of mandated reports is further described below:

REPORTS	DATA REQUESTED	DUE DATE	SUBMITTED TO
Program Information Report (PIR)	Comprehensive data on the services, staff, children and families served.	August 31 st – Annual	Office of Head Start via online-Head Start Enterprise System
End of Month Enrollment Report	Monthly Enrollment (including vacancies less than 30 days)	7 th of each month	Office of Head Start via online-Head Start Enterprise System
Opening Day Enrollment Report	Enrollment/Attendance/Wait List/Inquiry (including vacancies less than 30 days)	August 18, 2014 Annually thereafter	Regional Office – via email
Enrollment- 30 days from opening day	Enrollment/Attendance/Wait List/Inquiry (including vacancies less than 30 days)	Before September 17, 2014 Annually thereafter	Regional Office – via email

3.4 **SOFTWARE LICENSES**

The County requires an enterprise license for use by the Miami-Dade Community Action and Human Services Agency or authorized agents. The System must have the capability of supporting unlimited users available for inquiry and input capabilities. There may be a need to capture information on additional children should funding become available for additional program slots.

3.5 **USERS**

- A. Primary Users will include employees throughout Miami-Dade County Head Start/ Early Head Start sites.
- B. Based on job specifications, the level of access may vary. The Software is able to provide different levels of security setup.
- C. Each transaction is to include a user ID and time/date stamp.
- D. Allowances should be made for a ten percent increase in the number of users per year throughout the term of the contract including any extensions.

3.6 **SOFTWARE FUNCTIONALITY**

The required software functionality at a minimum includes but is not limited to the following:

- A. System shall be fully configurable to allow CAHS System Administrators to set and configure system permissions, user roles, and security settings. (i.e.: Grantee and Delegate Agency/Sites/Classroom Information).
- B. Vendor must comply with Statement on Auditing Standards (SAS) No.70 (www.sas70.com/about.htm), a widely recognized auditing standard developed by the American

Institute of Certified Public Accountants (AICPA) as an indication that a service organization has demonstrated adequate control and safeguards of hosted data. The requirements include the following:

- i. Firewall Configuration and Access
 - ii. Database Access
 - iii. Data Transmissions
 - iv. Data Backup and Recovery (incremental nightly, full weekly, with four generations), data recovery, disaster recovery, and emergency contingency plans that would allow for 24/7 recovery capability.
 - v. Application Security
 - vi. Product Development
- C. System that provides CAHS System Administrators with the ability to customize System modules to meet program needs. This includes providing the System Administrators with the ability to add, delete, or deactivate fields as needed.
- D. System provides free form notes field, including spell check and date and time features, for users to record historic data with unlimited characters. Additionally, system must be capable of maintaining historical field data that cannot be overwritten for the entire time that each child record is kept.
- E. Successful vendor must provide hosting with direct administrator access.
- F. System data must be maintained by Program Year; the Program Year is from Aug.1 – July 31st.
- G. System data must be made available to the CAHS Head Start/Early upon termination of the contract.
- H. System provides users with the ability to establish and amend performance indicators.
- I. System provides dashboard features allowing management staff to quickly view the agency's status on key performance indicators such as: Total Current Enrollment, Disability Enrollment, Average Daily Attendance, Health Requirements, Child Status, In-kind Contributions, CLASS and Volunteer Records. In addition, System alerts should be in place for underperforming indicators.
- J. System provides users with the capability of tracking site inspections/licenses and next inspection date.
- K. System must allow CAHS System Administrators to configure eligibility criteria and generate prioritization report based on agency program requirements.
- L. System must be able to calculate, generate and export the current Program Information Report (PIR) to the Office of Head Start Enterprise System (HSES) due on August 31, 2014 and annually thereafter as required by United States Department of Health and Human Services/Office of Head Start. Additionally the program will utilize this feature to perform monthly program monitoring and will require PIR Audit reports.
- M. Successful Bidder must ensure compliance with any modifications required by federal guidelines within the mutually agreed upon deadline issued through a Statement of Work for the Head Start/Early Head Start program.
- N. System must include an auto save functionality to prevent data loss. The loss of data is

unacceptable.

- O. System must include functionality for users to setup "Tickler Alerts". These alerts will be utilized to notify users when time sensitive requirements have not been met. Reports will also need to be generated on an as needed basis by users to track these requirements.
- P. System must include advance custom report writing feature that allows System Administrators to create and build c custom reports using virtually any data field. In addition these reports will need to provide the following:
 - i. Filtering data by Subtotals (i.e., Center & Classroom)
 - ii. Grand Totals
 - iii. Customizable layout formatting
 - iv. Bulk Print Single Page Reports (i.e., Print Growth charts for an entire class)
 - v. Customized Filtering (i.e., filter based on virtually any data in the system)
 - vi. Customized labels
 - vii. Reports displayed in chart format
- Q. System must be capable of exporting data to Microsoft Word, Microsoft Excel, and Adobe PDF.
- R. System must include internal monitoring feature that allow users to track monitorings. Feature will need to provide the following:

preloaded with current years OHS protocols

Ability to create custom monitoring checklists by agency, site, classroom and individual.

Ability to create Corrective Action Plans to address non-compliance issue. The following fields should be included:

Responsible staff field for each issue

Action Step field for each issue

Target completion date field for each issue

Ability to track follow-up on non-compliance issues. Follow up actions should link to specific non-compliance issue..

Note fields should include spell check feature.
- S. System must include professional development feature that allow users to track trainings and the ability to add attachments to specific trainings.
- T. System must include community resource feature that allow users to track community resources/community partnerships.
- U. System must include feature that allow users to track technical support services provided.
- V. System must include archive feature with the ability to create archives and connect to them without interfering with main database.
- W. System must include CLASS tracking.
- X. System must include ID scanning for attendance and meal counts

- Y. System must include data history log feature that allow users to view transactions.
- Z. System must include file attachments

3.7 DATA CONVERSION AND INTEGRATION

- A. Successful Bidder will be responsible for converting the past five years of data from the ChildPlus to the proposed System. The data file will be provided to the Successful Bidder from CAHS .
- B. Successful Bidder will be responsible for developing an interface (via a web service) to export demographic data to the Social Services Information System (SSIS),Galileo and eDECA.
- C. All pricing for the data conversion and integration is to be provided in the bid submission.

3.8 HOSTING

Throughout the term of the agreement, including any extensions or renewals, the Successful Bidder is responsible for hosting the Head Start Web Based Software. This includes, but is not limited to, software maintenance, hardware maintenance, and technical support services to ensure 99.9% uptime to the County.

3.9 MAINTENANCE AND TECHNICAL SUPPORT SERVICES

- A. The Bidder shall support the installed solution along with upgrades for the life of the contract with the County, including any exercised Option to Renew (OTR).
- B. All maintenance and technical support services, must be included as part of the first year warranty.
- C. The cost of maintenance and support after the first year warranty period must be included as part of the bid submission. It must be broken down to indicate the annual cost.
- D. Support must be rendered by certified personnel who have the skills necessary to support services with respect to all solution components and subcomponents.
- E. Successful Bidder shall provide telephone and diagnostic support and troubleshooting as needed, including but not limited to a toll-free telephone and/or hot-line number and e-mail.
- F. The County shall also be entitled to an unlimited number of calls to the Successful Bidder regarding technical issues and/or to report support issues.
- G. Technical support must be available 24 hours a day, seven days a week. Support must be provided on the same day requested with a two hour response time or less, via phone, email, or web support. In addition, if problem is not resolved remotely, within 24 hours of initial contact and if requested by the County a credit will be issued for loss of use.
- H. Maintenance and support must include software updates, patches, fixes and any other software components that could solve known problems or bring the software up to current supported levels.
- I. Successful Bidder shall provide a reporting mechanism, preferably accessible via an Internet browser that allows tracking of reported support calls and problem resolution history.

3.10 TRAINING

- A. Initial training will be conducted on-site at a site provided by Miami-Dade County. Training is required for four System Administrators, and twenty-four County staff. The County will do a "train-the-trainer" approach and will be responsible for training the additional users that will be

utilizing this System. In addition, successful bidder will provide two (2), five days (30 hrs) on site training session per program year.

- B. Bidder's must specify the types of initial training they will provide, the number of hours of training that will be given, and the number of staff to be trained based upon their assessment of the amount of training needed to meet adequate training requirements. Pricing for training inclusive of all costs must be included as part of the bid submission.
- C. Successful Bidder will provide basic, advanced, and/or supervisory user training as well as overview and extended training to administration and staff. Where appropriate, training shall include solution administration training and "train the trainer" training.
- D. Technical training must be provided for County system administrators that will enable them to complete a full installation of all modules to their respective environments (unless the Successful Bidder is offering a hosted solution), establish any database linkages required, and install and configure PCs to operate the software in the correct environment. Technical manuals must be provided for all staff that will receive this type of training.
- E. User training shall include but not be limited to basic and advanced training to make a user familiar with the software, software capabilities, reporting tools, printing tools, communications, export tools and on-line "Help" features.
- F. A basic user must be able to operate the software sufficiently to input and update data, correct errors, and conduct inquiries related to program questions and other records.
- G. Advanced training will include all basic functions as well as queries and reports, exporting files to either hard copy or electronic media, performing end-of-year reporting with comprehensive totals, printing records, and operating all functions of the software available.
- H. User manuals are to be provided for all staff. The Successful Bidder is requested to provide electronic versions of these documents to CAHS .
- I. Successful Bidder shall also provide on-line tutorials that provide an overview of System functionality.

3.11 IMPLEMENTATION TIMELINE

- A. The proposed System is to be fully operational and available for use by August 1, 2014.
- B. Initial training for the four System Administrators and 24 additional County staff is to be completed by August 1, 2014.

3.12 OPTIONAL SERVICES

The County may require professional services during the term of the agreement that shall be based on a time and materials basis inclusive of all travel and lodging expenses. Optional services shall be priced according to the hourly rates submitted on the Successful Bidder's bid submission.